



1st Recruiting Brigade Family Program Best Practices



BEST PRACTICES TITLE:

1. TRICARE Resolution Worksheet: Harrisburg RCT BN
2. AFAP Workshops: New England RCT BN



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IMPACT ON QOL:

TRICARE Resolution Sheet:

1. Allows for continuity of care
2. Prevents repetitive steps from having to be taken to obtain a resolution
3. Means of tracking common issues occurring within the battalion pertaining to TRICARE

AFAP Workshop

4. Allows an avenue for all battalion and Soldier and Family members to be a part of the AFAP process
5. Streamlines the method in which AFAP issues are received and processed through the command



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FACTS/PROCESSES:

1. TRICARE Resolution Sheet: Allows the SFAPM to track all contact made with the beneficiary and TRICARE through the process when assisting with medical issues, i.e. Billing, referrals, enrollment. Upon completion the form is kept in a locked file until the Soldier PCSs from the unit and is given to them when they out-process and/or destroyed per their request.
2. AFAP Workshop:
 - a. Two Work Sessions are scheduled (one for the Northern Companies and one for the Southern Companies). Usually held at a company HQs or local Reserve Center for no charge. Each session is approx 3 hours and can be held either in the evening or on a Saturday.
 - b. Battalion SFA travels to the site, there is no TDY for Soldiers and Family members attending because it is held in their area.
 - c. Battalion SFA advertises the AFAP workshops for Soldiers and Family members through emails, commanders, and FRG groups. Solicitation of issues throughout the year has been a key process to making these workshops successful.



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Challenges/Issues/Concerns:

TRICARE Resolution Worksheet:

1. Maintaining Privacy, security of the forms must be IAW all HIIPA guidance

AFAP Workshops:

2. Participation by all demographics within the command, i.e. Soldiers, Family members, Civilians and Retirees
3. TDY funding for SFA to travel to the sites
4. Childcare: participants are told they may bring children if necessary but will be responsible



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2nd Recruiting Brigade Family Program Best Practices



BEST PRACTICES TITLE:

1. FRG Enhancements within the Geographically disbursed
Command: Tampa and Jacksonville RCT BN



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2nd Recruiting Brigade Family Program Best Practices



IMPACT ON QOL:

1. A focus has been placed on establishing the FRG at the center level where it's personal, familiar, and less of an inconvenience with the geographic dispersion.
2. It is led by a spouse that is out going and willing to spend a little time organizing.
3. A Family member at each center is identified as the direct POC with the company FRG leader for communication purposes and flow of information.
4. A Company Commander has to meet the spouses. Let them know who he/she is. They need to take ownership of the FRG it is a Commander's Program.



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2nd Recruiting Brigade Family Program Best Practices



FACTS/PROCESSES:

1. The battalion SFA prepares a Newsletter every two months with diverse information to include Tricare, Scholarship, Employment and any information received that impacts Soldiers and families.
2. SFAPM provides information via Facebook- thru the Battalion Facebook page and also have set-up a Spouse Group page.
3. SFAPM maintains an email database for most of the spouses and forward information to them on a weekly basis. Information is also provided to the Soldiers and Civilians in the battalion in case I don't have the spouse address they can forward the message.



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Challenges/Issues/Concerns:

1. This has worked moderately well however we do not have a large percentage who are currently contributing to the program.
2. We haven't received much feedback information about the FRG.
3. Many military members discourage their spouses from attending FRG related functions.
4. Inability to be able to bring the Family members together for meetings and training due to the travel restrictions for spouses



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3rd Recruiting Brigade Family Program Best Practices



BEST PRACTICES TITLE:

1. EFMP Tracking: 3rd RCT BDE



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3rd Recruiting Brigade Family Program Best Practices



IMPACT ON QOL:

EFPM TRACKING:

1. Allows for continuity of care
2. Assists in the prevents of EFMP expirations from occurring
3. Means of tracking common issues occurring within the battalion pertaining to EFMP



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3rd Recruiting Brigade Family Program Best Practices



FACTS/PROCESSES:

Working hand in hand with S1 - EFMP is tracked bi-weekly.

1. The BN SFA updates this spreadsheet sent from Brigade bi-weekly and sends this to Bde SFA. SM who are "RED" are tracked and also SM's who are 3 months out for turning "RED" -- Bn marks them as Amber on information page.
2. BDE SFA send the bi-weekly updates to the BDE XO --- for any alerts --"needing special attention." This enable our BCO to track that Soldiers & Families in 3rd BDE are being well taken care.



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5th Recruiting Brigade Family Program Best Practices



BEST PRACTICES TITLE:

1. Comprehensive and educational Spouse Orientation Program in this Brigade: Denver RCT BN
2. Comprehensive Crisis Support and Resources Plan for Army Soldiers and Families affected by the ALARACT: Kansas City RCT BN



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5th Recruiting Brigade Family Program Best Practices



IMPACT ON QOL:

Comprehensive and educational Spouse Orientation Program in this Brigade:

1. Utilizing this Army Spouse Orientation Program allows a unit to streamline its' Orientation Processes. The Soldiers always get the full service, but the spouses are sometimes left out. Here's a great program that is exclusively designed for the Army Spouse.
2. This program allows the spouses to get first hand information on vital Army Programs-Benefits that's available to them.

Comprehensive Crisis Support and Resources Plan for Army Soldiers and Families affected by the ALARACT;

1. Utilizing this Army Family Crisis Support and Resource Plan allows a unit to have an effective responsive plan in times of real need. The Soldier gets the full service, but the spouse/dependents are not left out. This plan has a crisis response element in case the Soldier needs or demonstrates a need for personal attention.
2. In crisis, this support plan allows face to face meeting(s) with the SFA on vital Army Programs-Benefits, transition planning referrals, and relocation information/assistance.



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5th Recruiting Brigade Family Program Best



FACTS/PROCESSES: Practices

Comprehensive and educational Spouse Orientation Program in this Brigade:

1. This program is one of the most complete, comprehensive, and educational Spouse Orientation Program in this Brigade.
2. Featured at our 2014 Annual SFA VTC in September 2014 as a Best Practice is a virtual “One Stop” Shop. Customized to serve the Army Spouse. Received numerous laudatory comments from satisfied customers.
3. After an experiencing this Denver BN Spouse Orientation Program, it will relieve many relocation anxieties an Army Recruiter’s Spouse may have.

Comprehensive Crisis Support and Resources Plan for Army Soldiers and Families affected by the
ALARACT:

1. This program is now one of the most complete, comprehensive, and SM and Family Crisis Responsive Program in the Brigade. Will be featured at the next 5th Recruiting Brigade SFA Teleconference on 11 Feb 14. Goal: Implement as a Brigade-Wide SFA Administrative Product.
2. Featured during our FY 2013-14 HQ Brigade ALARACT Project. Commanders were assured that professional, discreet, and sensitive support services would be provided by each Brigade SFA to Soldiers and their Families. The SFA Crisis Support and Resource Plan aids in reducing elements of uncertainty, anxiety, and stressors a Soldier may face during an



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MRB Recruiting Brigade Family Program Best Practices



BEST PRACTICES TITLE:

1. MRB SFA Partnership with 2nd BDE SFAPM: MRB HQ
2. MRB SFA Partnership with Fort Knox Army Community Service (ACS): MRB HQ



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MRB Recruiting Brigade Family Program Best Practices



IMPACT ON QOL:

MRB SFA Partnership with 2nd BDE SFAPM

1. Recommended to visit the nearest SFAPM BDE to gain insight and knowledge of mission and policies.
2. Learn something new: 2nd BDE AFAP Symposium VTC in September 2013 assisted me in the planning process for the 2014 MRB AFAP Symposium VTC scheduled for March 24-27.
3. Assisted and participated as conference staff; 2nd BDE AFAP Symposium in June 2012.



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MRB Recruiting Brigade Family Program Best Practices



IMPACT ON QOL:

MRB SFA Partnership with Fort Knox Army Community Service (ACS)

1. Recommended to visit the installation ACS to gain knowledge, training and insight of Army Family Programs to continue to implement for geographical dispersed Soldiers and Families.
2. Assisted and participated as conference staff; 2012 Fort Knox AFAP Conference.
3. Attended and completed the ACS Local Instructor and Briefer courses.

Engaging Continuity with MRB Battalions Commanders and SFAs

1. The Brigade SFA hosts and facilitates a quarterly Family Readiness Information Exchange (FRIE) VTC with the MRBns.
2. FRIE provides mutual support from BDE HQs to BNs and at all levels.
3. FRIE is a quick report and idea sharing centering on Family Readiness issues.
4. Provides guidance, information, support and assistance to FRIE leaders at all levels.



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What are your questions?



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